Annual Repo

Annual Report
FY2016

North Central Regional Transit District

RTD
SERVING NORTH CENTRAL NEW MEXICO

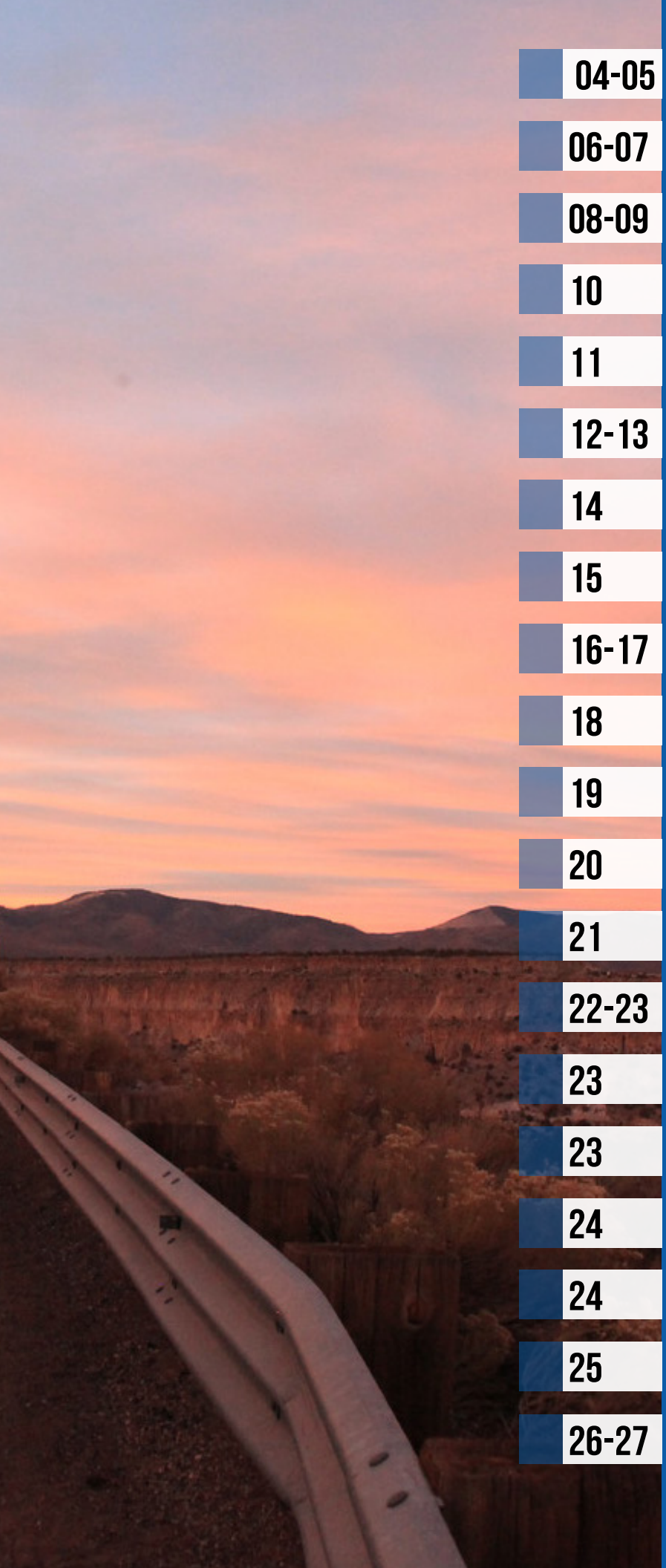
NCRTD ANNUAL REPORT 2016

NCRTD MISSION STATEMENT

To provide safe, secure and effective public transportation within North Central New Mexico in order to enhance the quality of life of our citizens by providing mobility options and economic opportunities throughout the region.

NCRTD VISION STATEMENT

To be the leading rural public transportation organization connecting communities and enhancing cultural, environmental, social and economic opportunities for the betterment of our region.



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BOARD MEMBERS

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Mayor
TOWN OF TAOS
Alternate
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Vice Chair
Miguel Chavez
Commissioner
SANTA FE COUNTY
Alternate
Commissioner Henry Roybal

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Councilor
CITY OF ESPAÑOLA
Alternate
Councilor John Hernandez

Councilor
Chuck Ring
TOWN OF EDGEWOOD
Alternate
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Clerk Administrator

Councilor
Pete Sheehey
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Alternate
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Commissioner
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RIO ARRIBA COUNTY
Alternate
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Councilor
Joseph Maestas
CITY OF SANTA FE
Alternate
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Public Works Director

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Jim Fambro
TAOS COUNTY
Alternate
Leandro R. Cordova
County Manager

Special Projects Director
James Rivera
POJOAQUE PUEBLO
Alternate
Anna Sanchez
Facilities Director

Transportation Planning Manager
Christy Van Buren
OHKAY OWINGEH
Alternate
Ben Lujan
Public Works Director

Transportation Planning Director
Lillian Garcia
SAN ILDEFONSO PUEBLO
Alternate
Stephen Martinez
Natural Resources Director

Tribal Sheriff
James Baca
SANTA CLARA PUEBLO
Alternate
Mary Lou Valerio
Transportation Planner

Lieutenant Governor
Arnold Garcia
NAMBÉ PUEBLO
Alternate
Vacant

Former Governor
Charles Dorame
TESUQUE PUEBLO
Alternate
Edward Escudero P.E.
Director of Transportation

Ex-Officio Member: Terry Doyle • Rio Metro RTD • Alternate- Elizabeth Carter

DANIEL R. BARRONE, MESSAGE FROM THE CHAIR:

"Our financial and investment practices are efficient and provides us with a clear investment policy that continually safeguards our investments and generates fair returns."

On behalf of the North Central Regional Transit District (District), staff and Board of Directors, I would like to take a moment to acknowledge our accomplishments in 2016 and highlight how they may enhance transit service in 2017 and beyond.

I have been a member of this Board now for nine years and have served as its Chair for five years; first as Taos County Commissioner and now as Mayor of the Town of Taos. When I look at the achievements of this past year, and more importantly the accomplishments and great strides of the past years, it fills me with pride and the confidence to assure the residents of the District that your investment in regional public transportation is managed at its most fiscally-responsible and with ever-greater efficiency, and with a commitment to be good stewards of the public's money and trust.

I am proud and honored to serve on this Board alongside a group of committed and hardworking tribal representatives, elected officials and their staffs, who continue to work cooperatively, and whose sole purpose is to increase transportation options and services to the constituents they represent and serve.

Fiscal Year 2016 has been marked by advancements in financial accounting that have received national recognition; the utilization of some of the latest technologies in bus transit today; new routes and service expansion that address specific needs and requests from riders and communities within the District; and a vision to guide us into the future.

Our financial and investment practices are efficient and provides us with a clear investment policy that continually safeguards our investments and generates fair returns. Our fiscal year 2015 financial audit received an Unqualified Opinion with no findings and no carryovers as reported in our Fiscal Year 2015 Independent Comprehensive Annual Financial Report verified by the New Mexico State Auditor's office and we look forward to achieving the same results in future years.

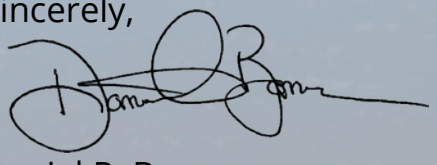
The collaboration with Town of Taos and the consolidation of the Chile Line transit service has seen a substantial savings for the Town and provides operational and facilities benefits to the NCRTD, not to mention the benefits to riders in that community. As a result of this success, the City of Santa Fe and the District have launched a consolidation study to look at, and assess whether similar benefits could be realized from a consolidation of the Santa Fe Trails bus system with the RTD.

With the integration of the Intelligent Transportation System into the RTD Chile Line, the District was able to outfit the fleet with some of the most technologically-advanced on-board features with upgraded mobile data terminals, automated passenger counters, and automatic stop and message announcements in both English and Spanish. It also places the fleet of buses into the "Blue Bus Tracker" online application and "My Stop" smartphone app so riders can locate their bus in real-time, and also be able to track such things as how full the bus is.

To close, I would be remiss to not acknowledge the committed and productive staff of the NCRTD; its dedicated drivers, the management team and the Executive Director. When you look at all we have accomplished this year as you review the subsequent pages you must realize that none of this would be possible without their dedication and enthusiasm to make the NCRTD a national leader that sets the standards for providing regional and rural public transportation

When I reflect on our Mission Statement: "To provide safe, secure and effective public transportation within North Central New Mexico in order to enhance the quality of life of our citizens by providing mobility options and economic opportunities throughout the region," I am confident that the entire Board of Directors and staff, will be working harder than ever to make transit in our region the best it can be in 2017 and beyond.

Sincerely,



Daniel R. Barrone

ANNUAL REPORT TO THE REGION

FROM ANTHONY J. MORTILLARO, EXECUTIVE DIRECTOR

As we share our achievements for fiscal year 2016, you will note that our efforts focused on adding new routes, continuing implementation of technology enhancements, supporting the economy and environment, and providing extraordinary service to the residents of the communities we serve in Santa Fe, Taos, Rio Arriba and Los Alamos Counties.

For this fiscal year I am proud to report that the efforts of the District in financial reporting were recognized by receiving the Government Finance Officers Association awards for its Comprehensive Financial Report and Distinguished Budget Presentation. These acknowledgements are especially notable since only approximately 11 out of 858 governmental entities in the State of New Mexico have received such awards.

Furthermore, during FY 2016 we implemented several new routes, in particular the Mountain Trail and La Cienega/Los Golondrinas. These routes have proven to be popular and have continued to gain ridership since their inception. Technology enhancements were also quite prominent in our accomplishments. In particular, our Taos Chile Line was upgraded with the latest technology

such as mobile data terminals, vehicle locators, automated stop announcements and automatic passenger counters. This same suite of technology will be added to our replacement fleet in the remainder of the system as new buses are acquired. For 2016 we ordered a total of 12 new buses to replace vehicles that are beyond their useful life.

This fiscal year we also experienced a significant 45% increase in ridership representing the addition of the Taos Chile Line as well as the two additional new routes along with general interest by our constituents in utilizing public transportation in North Central New Mexico.

We are also proud to relate that our recent customer survey indicated that 94% of our riders were satisfied and very satisfied with the overall services provided by the District. Our drivers received the highest marks, with 93% of respondents saying they are satisfied with the drivers being helpful and friendly, obeying and enforcing safety rules, as well as for being knowledgeable. In addition, 95% expressed satisfaction when it comes to their overall feelings of personal safety.

Lastly, a study to assess the feasibility for consolidating transit operations between the District and the City of Santa Fe has begun after resolutions calling for the study from the Santa Fe City Council and the NCRTD Board of Directors was approved. The study will look at various ideas about creating cost efficiencies for both systems and will allow for a better understanding of the opportunities for service coordination, cost efficiencies and coordination.

We are pleased that for the upcoming year we were able to maintain existing services, reallocate resources to provide new services and balance our expenditures with nominal use of reserve funds; solely for capital acquisitions and for new routes. The fact that the District could utilize reserve funds for fleet purchases and new routes, is a reflection of our ongoing commitment to being fiscally prudent.

This annual narrative encompasses many references to facts and data, which are important, however, just as central is the customer side of what the District does. The daily services of the District are provided by an enthusiastic team of highly professional and customer-focused employees, who are thoughtful, experienced, safety minded and committed to delivering best of class transit services. These efforts are reinforced through the highly complementary service ratings our employees have received in our most recent customer survey. It also confirms that our ongoing focus to foster customer service excellence to ensure our attention always remains on you, the client, and that the District has delivered the service attention that you are expecting.

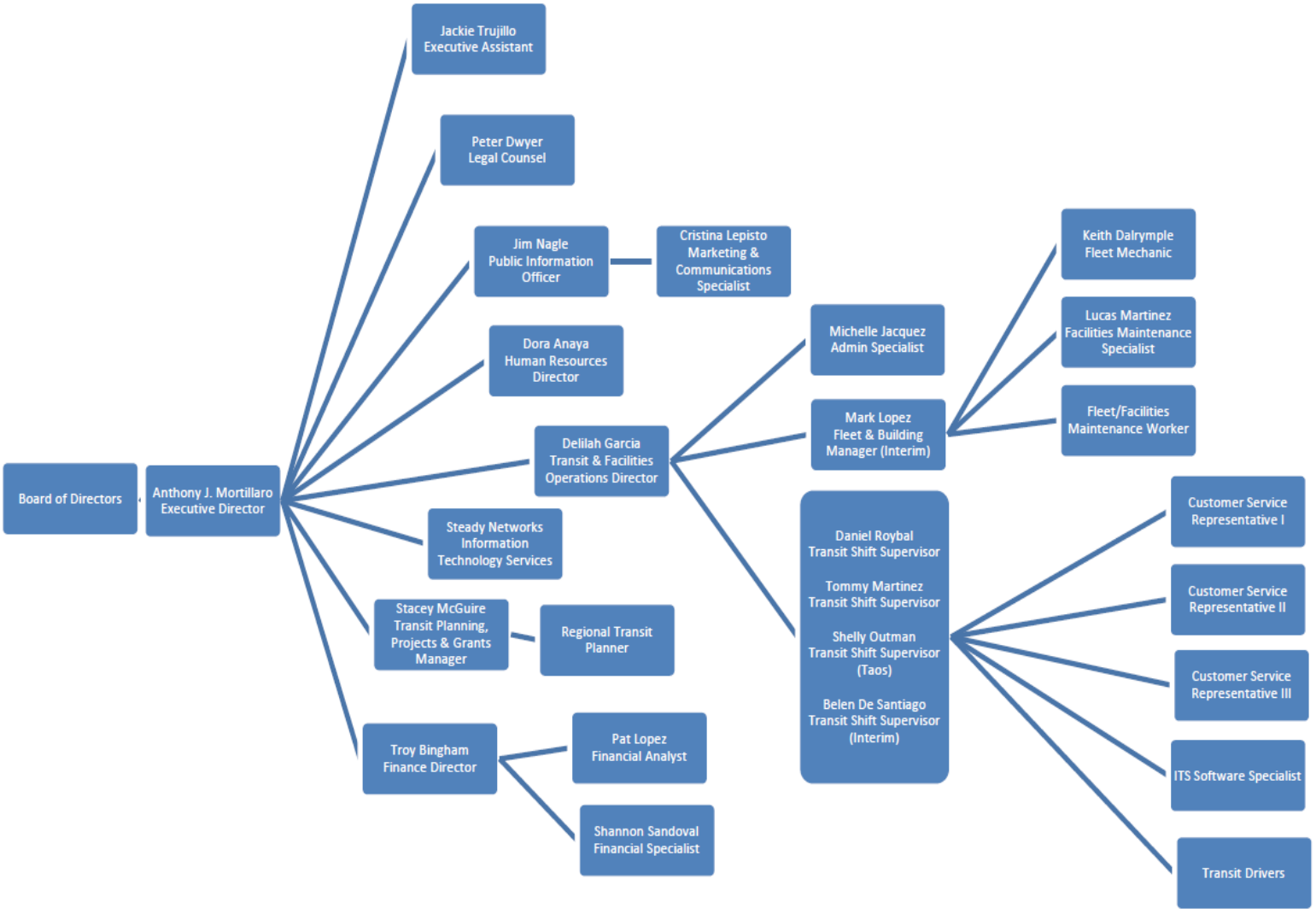
Thank you to our Board of Directors, for their continued support, innovation, vitality and a forward thinking approach that not only addresses today's challenges, but prepares us for the future.

Our accomplishments over the past year continue to affirm our inspiration to provide the highest quality services to our constituents; to operate in a transparent manner; to collaborate with our riders, member entities and elected officials; and our willingness to explore what's imaginable in transit services as a means for achieving unending success. We hope you will continue to join us on this journey and ride along with us on the "Blue Bus".

With respect,

Anthony J. Mortillaro
Executive Director

2016 ORGANIZATIONAL CHART



NCRTD BOARD OF DIRECTORS
OVERSEE ACTIVE YEAR IN FY2016

In Fiscal Year 2016, the NCRTD Board of Directors worked tirelessly and maintained an active agenda tackling a wide range of items to make the NCRTD run smooth and efficient, and ensure that residents within the District were being well represented. Policies and procedures were established or tightened up to make the District more financially prudent, accountable, well-run and resourceful.

The Finance Subcommittee continued to meet on a monthly basis and the Tribal Subcommittee, as needed, to review matters under its purview and make recommendations to the Board.

This year, a record number of 43 Resolutions were adopted by the Board, among them:

- **A resolution adopting the Annual Service Plan submitted by the City of Santa Fe and Los Alamos County providing for specific regional routes funded by the Regional Transit Gross Receipts Tax and operated by those two entities**
- **The adoption of a fare-free weekday non-premium fixed route and flex paratransit (up to ¾ of a mile from a fixed route) and for premium fare service parameters**
- **A resolution authorizing the adoption of a six-month assessment of system-wide route modifications**
- **The adoption of a Long Range Strategic Plan**
- **A resolution adopting an Equal Employment Opportunity Plan**
- **That which adopted the 2016 Legislative Agenda to advocate on behalf of District interests during the New Mexico State Legislature**
- **A resolution that would allow for staff and administration to move forward with minor service modifications that result in little, or no, budgetary impact to move quickly and efficiently on behalf of the riders**
- **Adoption of an amended Social Media Policy**
- **A resolution adopting a Veterans-ride-free policy for fare-based premium services (255 Mountain Trail and weekend Taos Express)**
- **A resolution adopting the NCRTD Title VI program prohibiting discrimination on the basis of race, color or national origin in federally funded programs and activities**
- **A resolution authorizing the NCRTD to apply for a federal funding through the FFY2016 Tribal Transportation Program for operating and capital for new transit service to Jicarilla Apache Nation and Dulce, NM**
- **In May, a preliminary FY2017 budget was presented to the Board, opened up to public hearing and then adopted after previously having been reviewed by the Board Finance Subcommittee. The final budget was presented and approved at the June meeting**

This past year the Board was pleased to welcome two new members: Long-time member from the Pueblo of Pojoaque, Tim Vigil, was replaced by James Martinez, a former NCRTD Chair; and City of Santa Fe Councilor Patti Bushee's seat was filled by Councilor Joseph Maestas who previously sat on the NCRTD Board representing the City of Española.

FY2016 FINANCIAL HIGHLIGHTS

The North Central Regional Transit District (District) operated with a proposed Fiscal Year 2016 budget of $12.7 million. The District ended the year with revenues exceeding expenditures along with spending less than budgeted. Revenues were approximately $12.3 million and expenses were approximately $11.7 million resulting in a savings of $584,722.

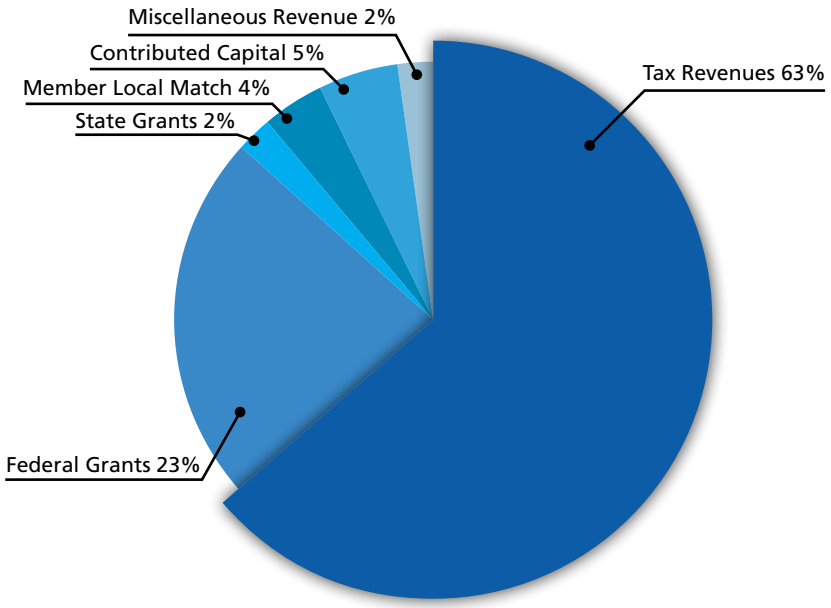
Revenue from federal and state sources were 25% of all revenues and Transit Gross Receipt Taxes generated approximately 63% of the revenues, the member local match was approximately 4% of the budget, while the remaining 8% came from capital contributions from acquisition of the Town of Taos transit operations and other sources such as the sale of vehicles, fares, interest, bus advertisements and other miscellaneous revenues.

$12.7 MILLION BUDGET

$12.3 MILLION REVENUE

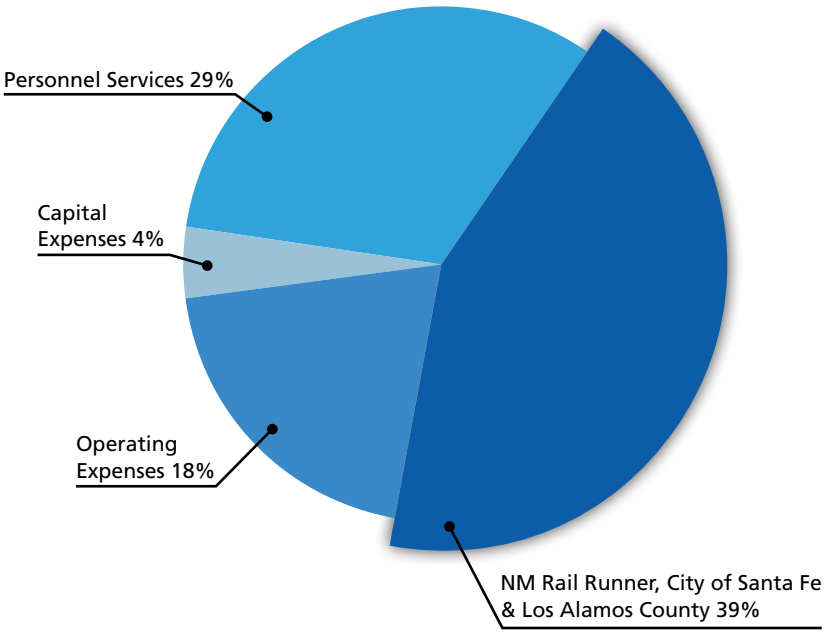
$11.7 MILLION EXPENSES

$584,722 SAVINGS



OPERATING REVENUES

Revenue	7/1/2015 – 6/30/2016 FY2016 Actual
Tax Revenues	$7,673,654
Federal Grants	$2,845,795
State Grants	$301,312
Member Local Match	$702,149
Contributed Capital	$591,109
Miscellaneous Revenue	$155,408
Total Revenue	**$12,269,427**



OPERATING EXPENSES

Expense	7/1/2015 – 6/30/2016 FY2016 Actual
NM Rail Runner, City of Santa Fe & Los Alamos County	$4,588,079
Personnel Services	$3,385,146
Operating Expenses	$2,122,525
Capital Expenses	$1,588,955
Total Expense	**$11,684,705**

Fiscal year 2016 expenses totaled $11.7 million. Personnel services which consists of salaries and benefits comprised 29% of total expenditures, with operating expenses comprising 18%, and capital outlay at 14%. The largest expenditure category, at 39% is related to non-RTD payments made to the New Mexico Rail Runner, Santa Fe Trails and Atomic City Transit in Los Alamos County for providing regional services approved by the District Board.

OVERALL

For the fiscal year ended June 30, 2015, Hinkle + Landers, the District's external auditors, expressed an unmodified opinion. The District is expecting an unmodified opinion for FY2016 as well.

The NCRTD Finance department oversees and handles all financial aspects that is inclusive of Accounts Payable, Accounts Receivable, Payroll and maintaining the General Ledger. The Finance Department is also responsible for all the aspects of the District's financial obligations and reporting in relation to grants compliance and procurements.

A high standard of excellence drives the Districts Finance Department to provide outstanding levels of support, service, and products and is committed to conforming to the highest level of ethical standards.

GFOA HONORS NCRTD FINANCE DEPARTMENT TWICE THIS YEAR

HONORING THEM WITH PRESTIGIOUS AWARDS

NCRTD's Finance Department (L to R: Troy Bingham, Finance Director; Anthony Mortillaro, Executive Director; Pat Lopez, Finance Analyst; Daniel Barrone, NCRTD Chair and Mayor of the Town of Taos; Shannon Sandoval, Finance Specialist) were honored at the NCRTD July board meeting for being awarded the Certificate of Achievement for Excellence in Financial Reporting.

The Government Finance Officers Association of the United States and Canada honored the NCRTD Finance Department twice this past year with two of its most prestigious awards.

The Certificate of Achievement for Excellence in Financial Reporting was awarded to NCRTD for its comprehensive annual financial report (CAFR). "The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management," according to the GFOA.

"The CAFR had been judged by an impartial panel to meet the high standards of the program including demonstrating a constructive 'spirit of full disclosure' to clearly communicate its financial story and motivate potential users and user groups to read the CAFR," the GFOA stated in making the announcement.

Additionally, the NCRTD Finance Department received the Distinguished Budget Presentation Award for its Fiscal Year 2017 budget from the GFOA.

According to a statement by the GFOA, "The award represents a significant achievement by the entity. It reflects the commitment of the governing body and staff to meeting the highest principles of governmental budgeting. In order to receive the budget award, the entity had to satisfy nationally recognized guidelines for effective budget presentation. These guidelines are designed to assess how well an entity's budget serves as:

- **a policy document**
- **a financial plan**
- **an operations guide**
- **a communications device**

Budget documents must be rated 'proficient' in all four categories, and the fourteen mandatory criteria within those categories, to receive the award."

These awards represent the highest form of recognition in the area of governmental accounting and financial reporting and the NCRTD is proud of its financial team for their work in being so recognized.

The Government Finance Officers Association is a major professional association servicing the needs of approximately 18,700 appointed and elected local, state, and provincial-level government officials and other finance practitioners. It provides top quality publications, training programs, services, and products designed to enhance the skills and performance of those responsible for government finance policy and management. The association is headquartered in Chicago, Illinois, with offices in Washington D.C. The GFOA's Distinguished Budget Presentation Awards Program is the only national awards program in governmental budgeting.

> "These awards represent the highest form of recognition in the area of governmental accounting and financial reporting..."

RTD CHILI LINE ROUTES NOW EQUIPPED WITH AN ADVANCED INTELLIGENT TRANSPORTATION SYSTEM (ITS)

NCRTD's drivers being trained on the ITS upgrade systems.

The North Central Regional Transit District this year installed, upgraded and launched the most up-to-date public transit technology on its RTD Chili Line bus routes in the Town of Taos.

With the help of partner Avail Technologies, eight (8) vehicles were equipped with the newest "In Vehicle Logic Units" (IVLU's), also known as "Mobile Data Terminals" (MDT's). These "computers" can now be used by transit drivers to record critical information a transit agency needs to measure its efficacy.

It also places the buses into the ITS and Blue Bus Tracker technologies that the RTD system launched last year which includes a mobile app, called "myStop", as well as a "Blue Bus Tracker," giving riders GPS-enabled real time updates on bus location, routes and schedules. In addition, signs will be installed at each RTD Chile Line bus stop that will feature a QR code and phone text information to find out exactly where your bus is and also when the next three buses will arrive at your stop.

Avail Technologies was on-site at the RTD Taos transit facility this summer to assist with the installation of these "M-Slates" (name of the latest version of these computers) and to train all RTD staff in charge of operating or managing this system. The routes that received the M-Slates were the 340 Chile Line Red, 341 TSV Green, 350 UNM Taos and the 370 Chile RIDE.

The driver plays an important role in the functioning of this system that can now record ridership information using the MDT. The driver uses this system to track such things as whether the passenger is an adult, youth or senior; if the passenger brought a bicycle onto the bus; or if the passenger transferred to a Rail Runner or a Santa Fe Trails connection. The RTD can then utilize this information to provide more efficient services to the public.

There are a total of seventeen (17) separate categories or types of data that the M-Slates are set-up to record. These categories include carefully selected ridership data types that the RTD uses to learn about the demographics of its riders, how each of its routes compare to each other in regards to this data, and where there are needs that are not being met on certain routes. The new and upgraded M-Slates are equipped with the latest and greatest technology features, including "Automatic Vehicle Announcements" (AVA's), "Automatic Passenger Counters" (APC's), "Automatic Vehicle Locators" (AVL's) and "Computer Aided Dispatch" (CAD).

The AVA's announce route stop locations (automatically prompted) and rider conduct policies (driver initiated) in both English and Spanish. The APC's are overhead devices that count all passengers that get on and off the bus as well as track where people are getting off the bus. This information is then available in real-time to all riders via RTD's "Blue Bus Tracker" and the "MyStop" smartphone app so that a rider can know a bus's seating capacity and availability. AVL's track and locate the bus via GPS technology, which is a new feature for the RTD Chili Line routes, but is a technology that all other RTD routes currently have. CAD's is a feature available currently only for paratransit services. It manages the reservation and route planning systems between a passenger and the RTD bus, so that the bus can then provide the best and most efficient operational efficiencies leading to overall improved passenger experience.

Moving forward, the RTD hopes to install upgraded ITS within all of its vehicles within the next seven (7) years. With the upgraded ITS on all of its vehicles, there is the opportunity for improved passenger information and overall experience, operational proactivity in order to anticipate a passenger's needs as well as meet demands, and an overall increase in the safety of all riders and drivers.

NEW ROUTES & **ROUTE MODIFICATIONS**

MOUNTAIN TRAIL BUS FROM DOWNTOWN SANTA FE TO SKI SANTA FE KICKS OFF WITH SUCCESSFUL INAUGURAL SEASON AND A CONTINUATION OF SERVICE

In September of FY 2016, the NCRTD launched the RTD Mountain Trail to provide service from South Capitol Rail Runner Station to stops through Downtown, Fort Marcy Park and then up Hyde Park Rd. to recreational areas and businesses along NM 475 concluding at Ski Santa Fe.

After an initially slow fall season, ridership in the winter with service to Ski Santa Fe exploded. Ridership remained healthy during the July and August pilot period and by the end of the first year close to 5000 rides were provided prompting officials to continue offering the service.

Passengers utilizing the service have access to skiing, snowboarding, snowshoeing, cross-country skiing, hiking, biking, picnicking and camping along the route -- or they can simply enjoy a ride along the 16-mile nationally designated Santa Fe National Forest Scenic Byway. Along the route, stops are provided at Dale Ball Trails, Ten Thousand Waves, Chamisa Trailhead, Little Tesuque Picnic Area, Black Canyon Campground, Hyde State Park, Aspen Vista, Norski Cross-country track and Ski Santa Fe. In the winter season, the bus is equipped with ski/snowboard racks, four-wheel drive and tire chains and in the non-winter season, the bus is equipped to accommodate six bikes per trip.

Riders of the route are encouraged to be aware of the fact that vast sections of the mountain remain sacred to Pueblo tribes and Native Americans. The NCRTD acknowledges that concern and has been working with its Pueblo members to provide materials to inform riders to be respectful and to be stewards of the mountain.

Riders are also encouraged to remain respectful of the trails within our state and national forests and always remember that they share the trails, often with hikers, bikers, pets, horses and wild animals.

SUCCESS OF CHAMA MIDDAY SUMMER SEASONAL SERVICE EXPANDS YEAR-ROUND!

The midday service was initially introduced to accommodate the large number of seasonal visitor's to this area of northern Rio Arriba County, but support and ridership from the communities serviced along the route has been strong and the District was encouraged enough to be able to expand it through the winter and spring.

The route serves Chama, Tierra Amarilla, Cebolla, Canjilon, Ghost Ranch, Abiquiu and points along Highway 84/285 into Española

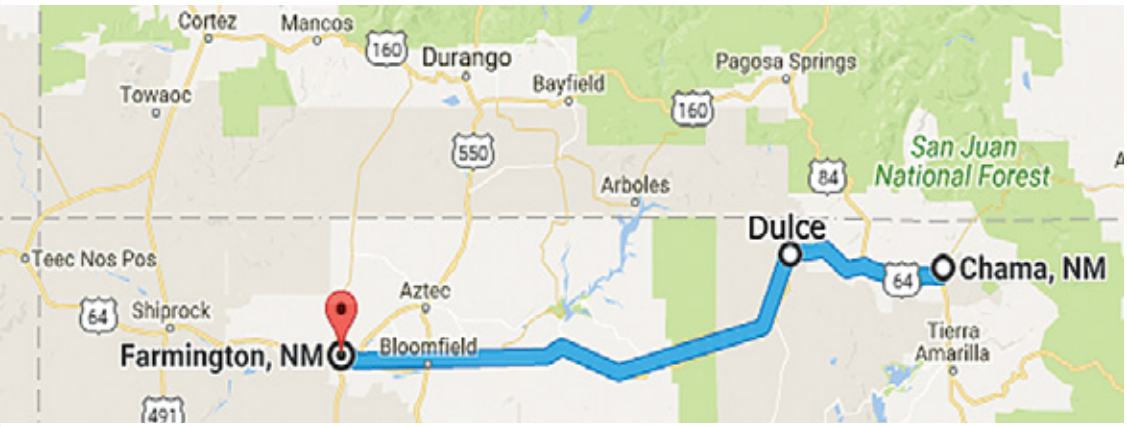
NCRTD MODIFIES THE ELDORADO, EDGEWOOD AND TURQUOISE TRAIL ROUTES WITH REDUCED SERVICES

In March of 2015, the NCRTD implemented a series of route modifications that were the result of the Five-Year Transit Service Plan with an agreement to reassess them in six months. As a result, three of the modifications were overturned due to the resulting low ridership. On January 25, 2016, the District eliminated the midday service between Santa Fe, and Eldorado and Edgewood. Additionally, the Wednesday extension of the Turquoise Trail route from Madrid to Golden was eliminated.

In March 2015, the NCRTD began providing a "midday" transit option between Santa Fe, and 280 Eldorado and 290 Edgewood, Monday through Friday on a six-month trial basis. Due to low ridership, the midday option was eliminated. Please note, no other times or services on the Edgewood or Eldorado routes will be impacted.

Also in March 2015, an extension to the 270 Turquoise Trail route was implemented to provide one-day-per-week service to and from Golden, on Wednesdays, to gauge rider support and interest. Due to low ridership, the NCRTD eliminated the Wednesday extension to Golden beginning January 27. The Wednesday time schedule for the Turquoise Trail route switched to be the same as Monday, Tuesday, Thursday, and Friday. The 270 Turquoise Trail route continues to provide service to Madrid, Cerrillos, and the Highway 14 corridor, including the 599 Rail Runner station and the south Cerrillos corridor.

NCRTD PARTNERS WITH JICARILLA APACHE NATION TO OBTAIN GRANT FUNDING FOR A VEHICLE **AND ULTIMATELY PROVIDE SERVICE FROM DULCE TO CHAMA AND FARMINGTON:**



The North Central Regional Transit District this year worked with Jicarilla Apache Nation (JAN) on a Tribal Transit grant application and submittal to the U.S. Department of Transportation's Federal Transit Administration (FTA) resulting in an award of $211,197 to JAN.

The grant will go towards the purchase of a vehicle and ultimately NCRTD-operated service from Dulce, the location of the Tribal headquarters, to Chama and Farmington. The service is expected to begin in early 2018.

In announcing the award, the FTA stated, "The Jicarilla Apache Nation will receive funding for a new bus to provide transit service on a new route to Tribal residents to Chama and Farmington, N.M. The new route was selected with input from a transit rider survey, and has an emphasis on access to healthcare, job centers and fresh food retailers, which are scarce for Tribal residents and residents of the Chama Valley."

According to Jicarilla Apache Nation President Wainwright Velarde, "Transit is a needed service for us here in rural Dulce. It will not only increase access to business related services but also recreational activities. I encourage our Jicarilla members to take advantage of this free bus service."

"The NCRTD and its member entities are excited to be collaborating and working with the Jicarilla Apache Nation to expand Tribal and community member access to medical, shopping, jobs and schools, as well as basic quality-of-life services," commented Daniel Barrone, NCRTD Chair and Mayor of the Town of Taos.

The JAN grant is part of a larger $5 million being awarded through the FTA's Tribal Transit Program to improve transit options on Tribal lands.

NCRTD worked with JAN to develop the community survey to identify their transit needs for services and destinations. The two will work together on the purchase of the vehicle and for the transit service that will be provided by the RTD "Blue Bus."

The Jicarilla Apache Indian Reservation is located within two northern New Mexico counties -- Rio Arriba and Sandoval, and extends from the Colorado border south to Cuba, New Mexico. The reservation has a land area of 1,364 square miles and has a population of 3974. Most of its people live in the Tribal headquarters community of Dulce, near the reservation's northern end.

RTD "Blue Bus" La Cienega Pilot Route Service Launched March 28 **Will Include Summer Weekend Event Service to Las Golondrinas**

The North Central Regional Transit District (NCRTD), operator of the RTD "Blue Bus," kicked-off its six-month pilot service from the La Cienega Valley to south Santa Fe on Monday, March 28.

The new service offers three roundtrips per day, Monday through Friday, with one early morning, midday and late afternoon. Service is from La Cienega and La Cieneguilla with stops at Las Golondrinas, 599 Rail Runner Station, Santa Fe Place Mall, Walmart, the Santa Fe Outlet Mall, VA Clinic on Bruckner Rd. and New Mexico Human Services. Santa Fe Place Mall provides connecting service to Santa Fe Trails bus service with routes providing access throughout the City of Santa Fe. Park and ride options are at Las Golondrinas (northeast corner of the lot), 599 Station and Santa Fe Place Mall Transit Center.

The NCRTD Board in its March meeting also approved for the route to provide weekend special event transit service from the City of Santa Fe to Las Golondrinas for the Santa Fe Wine Festival, July 2nd and 3rd, and the ¡Viva Mexico! Celebration, July 16th and 17th.

"A concerted effort was made by the Santa Fe County Commissioners and the residents of the community to make this pilot program a reality," commented Anthony Mortillaro, NCRTD Executive Director. "We encourage everyone in the area to use this fare-free service to make the route a reality long into the future."

UPDATED RIDER SURVEY SHOWS HIGH SATISFACTION FOR RTD "BLUE BUS" SERVICE AND DRIVERS

This year, the NCRTD conducted a large-scale rider survey to gather useful information on demographics and rider sentiment that will be helpful to use in developing driver and customer service training over the time.

Overall, the vast majority (94%) of Blue Bus passengers are very satisfied or satisfied with the Blue Bus, while just 2% express dissatisfaction. When asked about specific attributes of Blue Bus service, passenger satisfaction is high, as at least seven-in-ten passengers say they are satisfied with each attribute tested, while very few expressed dissatisfaction.

The drivers receive the highest marks in the specific attributes tested, with 93% of respondents saying they are satisfied with the drivers being helpful and friendly, obeying and enforcing safety rules, as well as for being knowledgeable. In addition, 95% express satisfaction when it comes to their overall feelings of personal safety.

In 2011, the NCRTD completed its first largescale rider survey. The questions for the 2016 survey worked off the original set of questions, though included various improvements to provide for a benchmark of comparison analysis over the five years since the 2011 survey.

Timing of survey, Monday April 18 to Friday, April 22 (Taos Express April 23rd/24th and April 30th/May 1st).

During the survey week, riders were given a survey upon boarding the bus and an RTD pen they could keep upon filling out the survey. Drivers were also given business-sized cards directing riders to the online survey if they didn't wish to complete the survey on the bus.

The NCRTD commissioned Research & Polling, Inc., an impartial, third party firm to provide survey research, data collection and data analysis, in a variety of different topic areas including driver performance and overall satisfaction with the RTD Blue Bus. Research and Polling is the Southwest's leading market research and public opinion research company.

The survey, which can be viewed at www.ncrtd.org, resulted in a comprehensive 103-page report that summarizes the results from each question in the survey and reports on any variances in attitude or perception, where significant, among demographic subgroups.

"I thank God every day for the Blue Bus! Thank you!"

– Survey Respondent

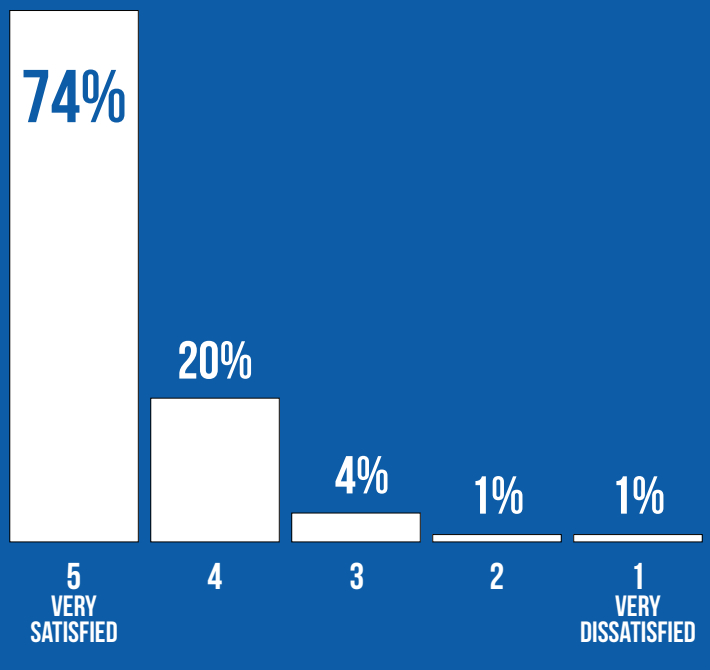
"I'm very satisfied with the Blue Bus service. It is wonderful and helpful. The driver is very nice."

– Survey Respondent

"Drivers are very good and safe. Drivers care about their people on the bus and on the road too. Thank you."

– Survey Respondent

OVERALL SATISFACTION WITH BLUE BUS



CONSOLIDATION STUDY

NCRTD AND CITY OF SANTA FE BEGIN STUDY TO ASSESS THE FEASIBILITY FOR CONSOLIDATING TRANSIT OPERATIONS:

Transportation Management and Design, Inc. Retained to Conduct the Study

Among the key components of the study are:

- Public Outreach, Consensus-building and Presentations
- Evaluation of Current Operations
- Labor Force Analysis
- Collective Bargaining Analysis
- Fixed Route Service Evaluation
- Organizational Analysis
- Paratransit, Dial-A-Ride and demand response systems evaluation
- Potential for both efficiency and cost associated with consolidation
- Constraints associated with consolidation

A study to assess the feasibility for consolidating transit operations between the NCRTD and the City of Santa Fe has begun after resolutions calling for the study from the Santa Fe City Council and the NCRTD Board of Directors.

After a joint competitive bid process was completed, the two groups selected Carlsbad, California-based Transportation Management & Design, Inc. (TMD) to lead the transit system merger/consolidation analysis. Felsburg Holt & Ullevig (FHU), a transportation specialist organization based in Denver, Colorado, will assist in the study and Rosemary Romero Consulting, a Santa Fe-based business consultant, will lead the public involvement component of the study.

In the course of its budget process this year, the City of Santa Fe's Mayor, Council and City Manager discussed various ideas about creating cost efficiencies with several city services including transit and the city's Santa Fe Trails Bus Transit system. In order to better understand the opportunities for service coordination, cost efficiencies and coordination, the City Council passed a resolution in April 2016 calling for a feasibility study for transit consolidation between the City of Santa Fe and NCRTD. The NCRTD Board followed soon after and passed a similar resolution supporting the joint effort.

Once completed, the study will provide a series of consolidation options which will be evaluated against those key areas of study to assess the strengths, weaknesses, opportunities and threats of each option, as well as obstacles. It will also include a detailed analysis of financial, legal and labor implications; sharing and/or use of existing and future physical assets and labor force; and service performance and integration.

A final document describing the preferred option(s) will be prepared, regardless of the outcome. Even if no consolidation is ultimately recommended, this study will include short-, mid-, and long-term strategies that can be used to achieve a more coordinated system for the users of the fixed (and flex) routes, paratransit, Dial-A-Ride, and demand services in Santa Fe County.

Over the course of the study, TMD will be meeting with key decision makers and elected officials, as well as key stakeholders. A series of four public meetings will be held, one in each city council district, once information from the study becomes available. Those are expected to be conducted in early 2017.

Throughout the study period, information can be found on the project website transitconsolidationstudy.com.

Funding for the $150,000 study is being provided by the New Mexico Department of Transportation which is contributing $120,000 in federal transit grant planning funds, with an additional $15,000 each to be provided by NCRTD and City of Santa Fe.

ADA TRANSITION PLAN CONSTRUCTION KICKS OFF IN FEDERAL FISCAL YEAR 2016

The North Central Regional Transit District has begun a major construction plan to modify its bus stops and facilities to bring them into ADA compliance.

In October of 2013, the NCRTD Board authorized Staff to apply for FY14 and FY15 TAP funding so as to create an ADA Transition Plan and subsequently construct the necessary ADA modifications to bus stops based on the prioritization within the Plan. The NCRTD was awarded $87,500 ($74,760 Federal/$12,740 Local) in FY14 for the creation of an ADA Transition Plan; FY15 Phase II Construction award in the amount of $165,000 ($140,976 Federal/$24,024 Local); FY16 Phase III Construction in the amount of $360,000 ($307,584 Federal/$52,416 Local).

In Phase I, an ADA Transition Plan was created and identified ADA noncompliant bus stops and shelters and provided ADA compliant bus stop location templates that will be used to guide modifications to bring the bus stops into ADA compliance. In Phase II and Phase III of the project, the ADA Transition Plan findings will be implemented to bring existing ADA noncompliant bus stops and shelters into compliance.

The first phase identified a series of nine bus stops on the RTD 100 Riverside route, along Riverside Drive in Española. A request for bids (RFB) was issued and work later began on construction of bus stop infrastructure such as concrete pad work, sidewalk transition work and bus stop area backfill; installation of bus stop facilities; traffic and safety controls; and associated site improvements.

The ultimate goal of the project, which will consist of multiple phases spanning the next three years (provided funding is secured), is to ensure program accessibility for people with disabilities in the community. The ADA Transition Plan commitments are focused on making the NCRTD transit stops ADA accessible at the stop location, when pedestrian facilities are present. To implement the program, the ADA Transition Plan identifies the following elements essential for compliance:

For each transit stop location, an assessment of the level of impact and investment required to address the ADA related improvements will be conducted. The self-evaluation will include identifying if the stop should be: • Improved to current ADA standards; • Moved to a location that is less impactful; or • Removed due to inactivity. The NCRTD used a self-evaluation form to assess each stop. The form included information relating to: • Location • Stop connection with existing sidewalks • Stop type (shelter versus post) • Boarding area compliance

Looking forward to FFY 2018, the NCRTD hopes that the current ADA Transition Plan can be updated to incorporate the ADA-compliance assessment of approximately 100-150 new bus stops, the Taos Dispatch Office and the Jim West Regional Transit Center.

Wilson & Company, our current on-call engineering firm as well as the contractor that completed the original system-wide bus stop assessment and subsequent creation of the ADA Transition Plan, determined that the FFY18 planning and design services are estimated to cost $40,000. Final design of the twenty highest priority bus stops and/or facilities is estimated to cost $80,000. FFY19 Construction (including construction management and capital purchases) is anticipated to cost $900,000. The NCRTD is pursuing funding under the Transportation Alternatives Program (TAP) through the Northern Pueblos Regional Planning Organization and the New Mexico Department of Transportation for federal fiscal years 2018 and 2019.

NCRTD LEGISLATIVE AGENDA ADVOCATES FOR DISTRICT GOALS ON BEHALF OF THE PEOPLE

Each January, the NCRTD Board approves a "Legislative Agenda" that is used as a guide to set the course for the District's intergovernmental efforts. It then serves as guidance in dealing with various State and Federal officials with a consistent voice.

The priorities are then shared with State Senators and Representatives in one-on-one meetings going into the annual New Mexico Legislative session and with U.S. Senators and U.S. Representatives from the State of New Mexico during an annual spring visit to Washington D.C. to meet with them.

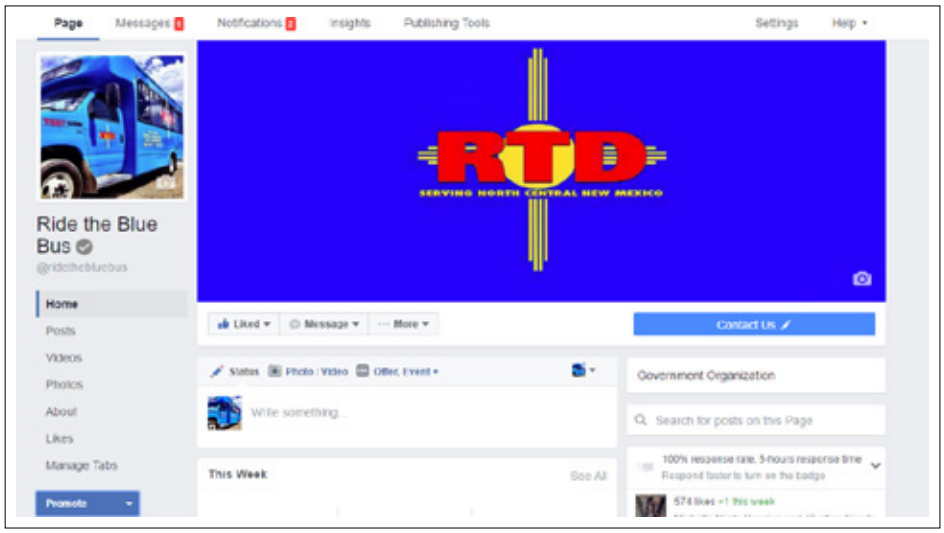
As part of the program, the District will engage and foster strategic partnerships with cities, counties, political subdivisions, nonprofits, regional and metropolitan planning organizations and private sector entities that share common goals with the District. Additionally, the District will work in coordination with regional and national organizations such as the New Mexico Transit Association, South West Transit Association, American Public Transportation Association, New Mexico Municipal League and New Mexico Association of 18 Counties when their adopted positions are in line with the legislative objectives, goals and priorities of the District. The involvement in strategic partnerships and coordinated efforts is intended to provide the District with a stronger presence in the legislative process. Anthony Mortillaro, NCRTD Executive Director, who also serves as President of the New Mexico Transit Association, was in Washington with Southwest Transit Association Executive Director Kristen Joyner, to meet with U.S. Representative for New Mexico, Michelle Lujan Grisham. They also had an opportunity to sit down with U.S. Representative for New Mexico, Ben Ray Lujan. While there, they had the opportunity to discuss a wide range of issues on everything from providing support for the Fixing America's Surface Transportation Act (FAST); support for legislation that identifies long-term funding for transportation; and support for legislative policies that promote national transit safety and security, among other transit-related issues.

NCRTD LAUNCHES SOCIAL MEDIA PROGRAM

In early 2016, the NCRTD launched its social media program to create a medium for sharing information about issues that are important to its riders, stakeholders and the community at large. Social media allows the NCRTD to share information beyond the conventional web experience and provides a great resource for information to the general public in an easy to access format and to complement its official website, ncrtd.org (RidetheBlueBus.com).

The program kicked off with the launch of the Ride the Blue Bus Facebook page where followers can find regular posts covering the following:

- **Information about special events and promotions**
- **Updates on time-sensitive service updates**
- **Reminders about NCRTD policies and practices**
- **Alerts about impending route or schedule changes**
- **News releases and links to stories about NCRTD happenings**
- **Information about public meetings**
- **Polls and opportunities to provide feedback on NCRTD initiatives**
- **Shared content from other organizations that partner with NCRTD**



The page features daily themed content to engage fans and includes: #Mobile Monday, #Transit Tuesday, #Wisdom Wednesday, #Tourism Thursday and #Fun Friday.

Already attracting a large following, the site has generated over 100,000 impressions to date.

Second to launch was the NCRTD Twitter feed at NCRTD@Ride_TheBlueBus. The feed has also been incorporated into the home page on the NCRTD website.

Also, launched is an Instagram profile which features behind-the-scenes photos depicting the District transit system, which can be found at ridethebluebus. Soon to launch is the North Central Regional Transit District YouTube channel.

Social media venues could include, but are not limited to, Facebook, Twitter, Instagram, YouTube, Google+ and LinkedIn, and all applicable rules and guidelines will be applied to those and any appropriate new platforms.

FIND US ON FACEBOOK

FOLLOW US ON TWITTER

FOLLOW US ON INSTAGRAM

SUBSCRIBE TO OUR CHANNEL

VETERANS CAN NOW RIDE FREE ON NCRTD PREMIUM FARE-BASED ROUTES

Expanding its programs to reach out to our nation's veterans with gratitude for the service they provided our country and the people of the United States, the District was pleased to begin offering free rides to vets on its fare-based routes.

While riding on 19 of the NCRTD's bus routes remains fare-free to all, veterans now ride free on the District's fare-based Mountain Trail route to Ski Santa Fe and the weekend Taos Express which offers express service between Taos, Española and Santa Fe, as well as two demand service routes.

Upon boarding any of the NCRTD fare-based routes,

NCRTD DRIVER LEO VALENCIA TAKES TOP HONORS AT 2016 ANNUAL NMTA BUS ROADEO AND CONFERENCE

NCRTD Taos driver Leo Valencia took first place in the Cutaway Bus competition at this year's New Mexico Transit Association (NMTA) Bus Roadeo and Conference. The April 3 event was held during NMTA's Annual Conference and Expo which took place at the Hotel Encanto in Las Cruces, New Mexico.

A warm round of congratulations from NCRTD Board Members and Board meeting attendees greeted Leo on April 8 where NCRTD Executive Director and NMTA President, Anthony Mortillaro, presented him with the NMTA plaque honoring him for his First Place finish.

As winner of the New Mexico State Roadeo, Leo went on to compete in the National Roadeo event at the Community Transportation Association Expo in Portland where he, along with other New Mexico Roadeo conference winners, represented the Land of Enchantment. Leo Valencia drives for the RTD 340 Chile Line Red and began driving for the Chile Line in back in 2010.

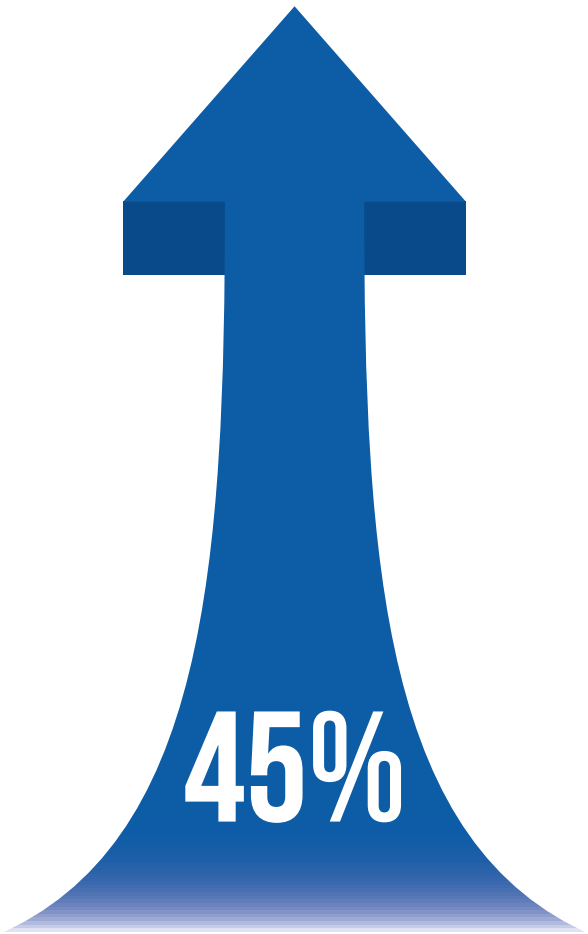
Always a highlight of the Annual NMTA Conference, the Roadeo is a fun and friendly challenge among transit drivers from across the State. What might look like a maze of randomly placed orange cones to the untrained eye, the expert drivers know exactly what they need to do to maneuver the course with precision. The timed course contains obstacles that test every phase a bus operator encounters under normal driving conditions. In addition to driving skills, participants are also tested on ADA wheelchair securement standards and pre-trip vehicle inspection.

The competition is a showcase of vehicle operator skills and promotes safety, professionalism and excellence in transit operations.

veterans must present a veteran's ID photo badge or valid New Mexico driver's license, with a veteran's designation, and their fare will be waived.

The NCRTD joins Rio Metro RTD, operator of the NM Rail Runner Express and the City of Santa Fe's Santa Fe Trails bus transit system in offering this show of gratitude to our nation's vets.

NCRTD CELEBRATES RECORD RIDERSHIP IN FISCAL YEAR 2016:
Sees 45 percent increase in rides



The North Central Regional Transit District (NCRTD) posted a 45 percent increase in NCRTD-Operated ridership in FY2016 setting a record number of trips for the year.

The increase was due in large part to the consolidation of the Taos Chile Line, now the RTD Chile Line, on July 1, 2015. An analysis of the numbers without Chile Line routes, still saw a 4.5 percent increase which bucks a national trend of reduced ridership due to lower gasoline prices.

Ridership for all NCRTD-operated routes totaled 268,050 in FY2016 over a total of 184,320 in FY2015. NCRTD provides service on 24 fixed and/or flex routes throughout north central New Mexico, one demand response route, one paratransit route and one dial-a-ride service.

An analysis of all NCRTD-funded routes for FY2016 shows a 22 percent decrease in ridership with 249,641 in FY2016 over 317,616 in FY2015. "NCRTD-funded routes" represents NCRTD-operated routes as well as regional routes funded by the NCRTD and serviced by Santa Fe Trails and Los Alamos Atomic City Transit.

From the Gross Receipts Taxes (GRT) it collects each year, the NCRTD contributes to regional transportation services provided by other transit operators in its four-county north central New Mexico area. In FY2016, $966,490 went to the City of Santa Fe support Santa Fe Trails, $1.4 million was provided to Los Alamos County to support Los Alamos Atomic City Transit and $2.2 million went to Rio Metro RTD in Albuquerque for the New Mexico Rail Runner Express which provides service between Santa Fe and Albuquerque.

"We're very pleased to mark this year of record ridership for the NCRTD," commented Executive Director Anthony Mortillaro. "In calendar year 2015 national public transit declined 1.3 percent, according to the American Public Transit Association, but at the same time it showed that long term trends show steady increases from the 10.6 billion trips taken in that year."

FY2016 MARKED BY FLEET UPGRADES AND TECHNOLOGICAL ADVANCEMENTS:
Places First CNG and LPG Vehicles into Service

In fiscal year 2016, the NCRTD continued to expand its fleet and replace older vehicles with newer and more efficient models to provide top service for the record annual 268,050 trips on NCRTD operated vehicles. RTD vehicles in, FY2016, logged in over 1 million miles on its fixed and commuter routes throughout the more than 10,000 square mile district.

Most significantly, the District took delivery of and placed into service its first Compressed Natural Gas (CNG) and Liquid Petroleum Gas (LPG) vehicles marking the beginning of what is hoped to be the ultimate conversion of the entire fleet to operating the most fuel efficient vehicles on the road.

There were 12 vehicles purchased and placed into service in fiscal year 2016. Those included one 36-passenger vehicle, one 34-passenger vehicle, one 29-passenger vehicle, five 14-passenger vehicles and four 13-passenger transit vans. Additionally, the Santa Fe Mountain Trail bus, with a capacity of 29-passengers and equipped with four-wheel drive and tire chains, was leased with an option to buy and will be purchased in FY2017.

A second Recovery Vehicle, to be based at the Town of Taos facility was purchased and continues to be an invaluable time and money-saving tool. The vehicle is equipped to provide roadside assistance by being able to tow a replacement vehicle to the site, safely remove the disabled vehicle from the road, and provide tire dismounts and mounts, as well as provide snowplowing around the facility to provide smooth in and out access to buses.

A contingency fleet of 20 percent is maintained at all times

EMPLOYEE CORNER: Above and Beyond

In Fiscal Year 2016, the NCRTD was honored to recognize four outstanding individuals who went above and beyond in their duties and service to the NCRTD and the people of the District! Each was awarded the Quarterly Above and Beyond Award.

in accordance with FTA regulations and guidelines.

For FY2017, the District will undertake one of its largest fleet purchases in its history with the purchase of 17 passenger vehicles. The buy will include 15 14-passenger vehicles, the purchase of the leased (Mountain Trail) bus and a bus that will serve the Jicarilla Apache Nation in Rio Arriba County. These buses will be equipped with the latest Avail technology for its mobile data terminals (MDT) and include bus stop annunciation and automatic passenger counters.

The NCRTD remains committed to the development of a Transit Maintenance Facility, Vehicle Wash Bay and Fueling Station complex to be located at the District headquarters in Española, and continues the process for obtaining the funding to do so. The acquisition last year of the Taos Chile Line, now the RTD Chile Line, included a fleet maintenance yard located in the Town of Taos to provide service to vehicles based in the Town and in Taos County.

The first fueling of the new CNG bus

GETTING OUT INTO THE COMMUNITY

Each year the NCRTD is honored and proud to get out into the communities we serve to represent the District and show that we are a part of the community. This year was no exception as we were able to take part in the Santa Fe and Española Fiestas parades, participate in a gun safety program with the City of Española and Rio Arriba County, the NMDOT-hosted Transportation Day at the State Legislature, the Legislative Reception hosted by the Santa Fe Chamber of Commerce, Taos County/Questa Schools ¡Pollinate! event to place student art banners in area shelters, and the Taos Trunk or Treat.

Thank You!
"Thanks to the Pojoaque demand service, I have my Independence! If it wasn't for this Free service I'd be devastated. Thank you to all the drivers I'm able to ride with for their care and service. Never fear the blue bus is here!!" Jeanette Sanchez
"Never fear the blue bus is here!!"

RTD

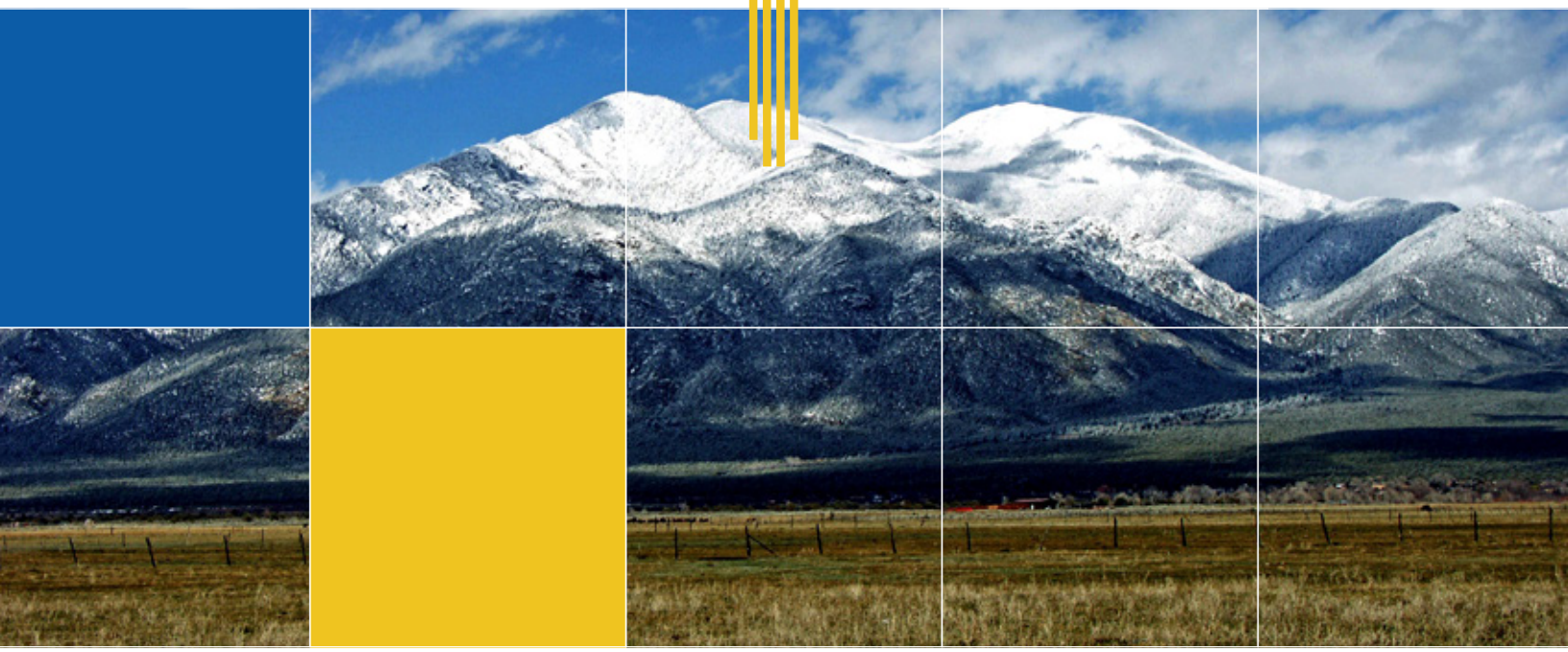
Pollinate!

RTD
BUS STOP
1-866-206-0754
www.ncrtd.org

TRAVEL SMART!
POLIC

RTD

SERVING NORTH CENTRAL NEW MEXICO



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